Public Service Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
Public Service Commission	Help Desk	Vicky Marrelli	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Metro A Help Desk	Cindy Schroeder	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Metro B Desktop Support	Bill Crowther	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Assigned Group Total		3 2	3 2
Customer Company Total			3 2	3 2

Public Service Commission

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

| | | | **Top Number - Total Incidents** | |
| | | | **Bottom Number - Missed Inital Response** | |
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**MIR Total**
Public Service Commission	Help Desk	Vicky Marrelli	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro A Help Desk	Cindy Schroeder	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro B Desktop Support	Bill Crowther	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Assigned Group Total		3 0	3 0
Customer Company Total			3 0	3 0

Public Service Commission

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
Public Service Commission	Help Desk	Vicky Marrelli	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Metro A Help Desk	Cindy Schroeder	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Metro B Desktop Support	Bill Crowther	1 0.09	1 0.09
		Assigned to Individual Total	1 0.09	1 0.09
	Assigned Group Total		3 0.03	3 0.03
Customer Company Total			3 0.03	3 0.03

Public Service Commission

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

			Top Number - Total Incidents	
			Bottom Number - Missed Resolution	
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**MR Total**
Public Service Commission	Help Desk	Vicky Marrelli	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro A Help Desk	Cindy Schroeder	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro B Desktop Support	Bill Crowther	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Assigned Group Total		3 0	3 0
Customer Company Total			3 0	3 0

Public Service Commission

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Public Service Commission	Help Desk	Vicky Marrelli	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Metro A Help Desk	Cindy Schroeder	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Metro B Desktop Support	Bill Crowther	1 0.14	1 0.14
		Assigned to Individual Total	1 0.14	1 0.14
	Assigned Group Total		3 0.05	3 0.05
Customer Company Total			3 0.05	3 0.05

Public Service Commission

Detail

INC000000422747	Sheri Bintz	Print/Copy/Scan/Fax	Incident		None		TIR Missed: No	TIR:	0.09
	Metro B Desktop Support	Bill Crowther	Public Service Commission		Low	Closed	TTR Missed: No	TTR:	0.14
INC000000436069	Melissa Paschal	Application	Password		Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Public Service Commission		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000436512	David R Clark	Application	Error		State Payroll Time Entry System		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Public Service Commission		Low	Resolved	TTR Missed: No	TTR:	0.00